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## Custom Application Hosting: Generic

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### Product Summary

Custom Application Hosting is useful for customers not wishing to own and maintain their own server and application software environments. This product includes all applications that cannot be hosting in a shared Linux environment. These environments include SunONE, WebSphere, Windows and any other requirement that prevents the application from sharing a Linux server. This product also includes applications requiring a dedicated server. DET performs all hardware and software maintenance and ensures the highest level of uptime possible for the overall environment. Customers may create and maintain their own application or contract with DET, or an outside vendor, for application development.

Unlike commercial companies, this product is connected to the State's private network and contains security features required by government entities. Optional support services for which DET has core competencies are also available. DET provides a robust server in a secure, safe, and environmentally controlled location. The power source boasts dual power supplies, redundant backup generators, and redundant UPS and battery systems to ensure uninterrupted power. The network is monitored continually to provide maximum RAS.

### Product Features or Description of Services

Custom Application Hosting Features	
Feature	Detail
Disk Space	2,000 MB
Data Transfer / Bandwidth	Unlimited
Operating System	Windows 2000 or 2003, Solaris, or AIX
Web and Application Server	IIS, SunONE, or WebSphere
Databases Supported	Oracle, DB2, MS SQL, MySQL
Security	SiteMinder for Utah.gov domains, UMD, Shared SSL
Programming and scripts	ASP.NET, .NET Framework, Front Page Extension support
Web Statistics	WebTrends or equal product for Reporting
Monitoring	NetCool monitoring and reporting for network & server
Access	24/7 FTP access

### Product Benefits

Custom Application Hosting Benefits
Connected to the State of Utah PRIVATE network.
Firewall protection against unwanted intrusion.
Local technical support.
Filtered content (i.e. Spam, Pornography, Commercial Advertising . . .)

Located in a physically secure facility with a redundant, controlled environment (power, air, humidity, halon fire protection, etc.).
Offsite backup of data to the Richfield Data Center.
This Enterprise-class server allows for server tuning, scaling, clustering, and fail-over.
Redundant UPS, battery backup, and two diesel generators ensure continuous power.
The State data center is configured with a Halon fire suppression system throughout the entire facility.
Professional network design and engineering to maintain enhanced reliability and availability. A Network Operations Center operates network equipment, monitors performance, manages outages, and assists customers. Routing through the State provides access to state resources.
Provides basic network security via firewall services, intrusion monitoring and management, and access control lists.
Managed IP service including address blocks, subnets, VLANs, and public/private IP addresses.

### Additional Services available for this Product

Optional Services Not Included with Product
Database design, performance, and administration
Java development services and consulting
Single sign-on across multiple applications
Open source portal development / integration
Website development
Graphic design, Flash development, and animation creation
Video and audio streaming and administration
Managed services such as monitoring and capacity planning
Technical writing and content editing
Backup of applications and data directories can be performed as often as hourly depending on customer requests. Data retention periods can also be customized.

### DET Responsibilities

DET Responsibilities
Provide the secure physical facility and all environmental controls for the server and disk array
Monitor and maintain the integrity of the network
Install and maintain the server hardware
Install and maintain the operating system

Install and maintain the web server
Provide software and hardware upgrades as necessary
Coordinate scheduled downtime with customers
Backup the system, source code/applications, and data directories nightly. Data will be retained on an annual basis.
Provide the secure physical facility and all environmental controls for the server and disk array

### Customer Responsibilities

Customer Responsibilities
Develop and maintain the customer's database schema and the integrity of the data
Develop and maintain all application software running in customer's server instance
Follow the standards and procedures required by DET to ensure a secure and stable operating environment for all users on the server
Provide customer support services to the end-users of the application

### Product Service Levels

Product Service Levels
DET strives for at least a 99.9% uptime experience for its customers.

### ITS Customer Support

DET Customer Support
<b>Time to Initial Response</b> targets for submitted problems are two business hours for low and medium priorities, one clock hour for high priorities, and thirty clock minutes for urgent priorities.
<b>Total Time to Resolution</b> targets for problems are twelve business hours for low priorities, ten business hours for medium priorities, six clock hours for high priorities, and two clock hours for urgent priorities.
Performance against Initial Response and Resolution targets is measured regularly.
Customer satisfaction is measured regularly.
Service outages are analyzed to determine root causes and to indicate future preventative measures.

**Product Rate**

Custom Application Hosting Rates		
Frequency of Billing	Description	Rate (\$)
<b>Monthly charges</b>	Hosting services	\$300.00
	SSL Acceleration and Certificate	\$15.00
	Storage over 2GB allotted	\$1.50 / GB
<b>One time charges</b>	Setup	No Charge
<b>Optional feature one time charges</b>	Consulting services (as needed)	75.00/hour

**Ordering the Product**

Fill in the Service Request Form found under **Products and Services>Open Systems Hosting>Custom Application Hosting** at [its.utah.gov](http://its.utah.gov). The form will go the DET Engineering for processing. A software engineer will contact you for additional information and keep you informed regarding the deployment process and timing.

**Product Agreement**

DET and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form, or until canceled by either party upon a thirty (30) day written notice.

Product and/or Service Rates listed are in accordance with the approved DET Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between ITS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.